

Emergency Medical Services Paramedic Supervisor

Dept: Emergency Services

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate technical work operating an ambulance, responding to calls for emergency medical services, providing emergency medical care, shift supervision, maintaining records and files, preparing reports, and related work as apparent or assigned. Work is performed under the general direction of the Emergency Medical Services Operations Officer. Continuous supervision is exercised over all personnel within the team.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Responds to emergency calls, providing basic and advanced life support treatment to patients, as well as transportation to appropriate medical facility.
- Functions as a paramedic, responds to field calls as required.
- Ensures appropriate vehicle maintenance is performed.
- Attends continuing education for certification; coordinates and conducts shift trainings.
- Creates and maintains monthly shift schedule.
- Assists with employee evaluations; provides coaching and assistance to employees.
- Assists with ensuring clinical care is provided by reviewing charts, observing and data analysis.
- Attends and represents County at professional meetings and organizations.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of the principles and techniques of emergency care, including diagnosis, proper treatment, automobile extraction and transportation; thorough knowledge of the reading of electrocardiograms; thorough knowledge of the principles of anatomy, physiology and chemistry in relation to the respiratory and circulatory systems; thorough knowledge of the street system and geography of the County; general knowledge of standard computer equipment, hardware and software; thorough skill operating standard tools of the trade; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to calculate drug dose based on weight and volume; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and follow oral and written instructions; ability to keep simple records and prepare reports; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

Associates/Technical degree with coursework in emergency medical services, or related field and three to five years experience working as a paramedic crew chief, or equivalent combination of education and experience.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and frequent exertion of over 100 pounds of force; work regularly requires speaking or hearing, frequently requires standing, sitting, using hands to finger, handle or feel, lifting independently in excess of 125 pounds (or combined weight of 250 pounds) and repetitive motions and occasionally requires walking, climbing or balancing, stooping,

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kneeling, crouching or crawling, pushing or pulling and lifting and occasionally requires tasting or smelling and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment and occasionally requires exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather), exposure to the risk of electrical shock, working with explosives, exposure to vibration and wearing a powered air-purifying personal respirator in place of SCBA; work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

Special Requirements

- North Carolina Office of Emergency Medical Services Paramedic certification.
- Local credentialing/re-credentialing.
- Advanced life support certification.
- Pediatric life support certification.
- Emergency vehicle operation training
- Infection control training.
- Hazmat awareness training.
- Incident Command System (ICS) training
- Valid Driver's License upon employment. Valid driver's license in the State of North Carolina within 60 days of employment.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

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Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date